

UTILITY
PATENT APPLICATION
TRANSMITTAL

(Only for new nonprovisional applications under
37 CFR 1.53(b))

Attorney Docket No.

P5685

First Inventor

George Hines

Title

SERVICE GURU SYSTEM AND
METHOD FOR AUTOMATED
PROACTIVE AND REACTIVE
COMPUTER SYSTEM ANALYSIS

Express Mail Label No.

EL841973731US

APPLICATION ELEMENTS

Assistant Commissioner for Patents
Box Patent Application
Washington, DC 20231

1. ☒ Fee Transmittal Form
(submit an original and a duplicate for fee processing)
2. ☐ Applicant claims small entity status.
See 37 CFR 1.27
3. ☒ Specification [total pages 40]
(preferred Arrangement set forth below)
 - Descriptive title of the Invention
 - Cross References to Related Applications
 - Statement Regarding Fed sponsored R&D
 - Reference to sequence listing, a table, or a
computer program listing appendix
 - Background of the Invention
 - Brief Summary of the Invention
 - Brief Description of the Drawings
 - Detailed Description
 - Claim(s)
 - Abstract of the Disclosure
4. ☒ Drawing(s) [total sheets 10]
5. ☒ Oath or Declaration [total sheets 2]
 - a. ☒ Newly executed (original or copy)
 - b. ☐ Copy from prior appl. (37 C.F.R. § 1.63(d))
 - i. ☐ **DELETION OF INVENTOR(S)**
Signed statement attached deleting
inventor(s) named in prior application,
see 37 C.F.R. §§ 1.63(d)(2) and 1.33(b).
6. ☐ Application Data Sheet. (See 37 CFR 1.76)
7. ☐ CD-ROM or CD-R in duplicate, large table
or Computer Program (Appendix)
8. Nucleotide and/or Amino Acid Sequence Submission
(if applicable, all necessary)
 - a. ☐ Computer Readable Form
 - b. ☐ Specification Sequence Listing on:
 - i. ☐ CD-ROM or CD-R (2 copies); or
 - ii. ☐ paper
 - c. ☐ Statements verifying identity of above copies

ACCOMPANYING APPLICATION PARTS

9. ☒ Assignment Papers (coversheet/document(s))
10. ☐ 37 CFR. 3.73(b) Statement ☒ Power of
(when there is an assignee) Attorney
11. ☐ English Translation Document
12. ☒ IDS & Form 1449 ☒ Copies of IDS
Citations
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503)
15. ☐ Certified Copy of Priority Document(s)
16. ☐ Request and Certification under 35 U.S.C. 122
(b)(2)(B)(i). Applicant must attach form
PTO/SB/35 or its equivalent.
17. ☐ Other:

17. If a **CONTINUING APPLICATION**, check appropriate box, and supply the requisite information below and in a
preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No.: ____/____


Prior application information: Examiner: _____ Group/Art Unit: _____

FOR CONTINUATION OR DIVISIONAL APPS only The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a
part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a
portion has been inadvertently omitted from the submitted application parts.

17. CORRESPONDENCE ADDRESS

☒ Customer Number or Bar Code Label or ☐ Correspondence address below

Name	Hogan & Hartson, LLP				
Address	1200 17 th Street				
	Suite 1500				
City	Denver	State	CO	ZIP	80202
Country	US	Telephone	(719) 448-5900	Fax	(719) 448-5922

Name (Print/Type)	Kent A. Lembke	Registration No.	44,866
(Signature)		Date	8/01/01

FEE TRANSMITTAL for FY 2001

Complete if Known

Application Number	
Filing Date	Herewith
First Named Inventor	George Hines
Examiner Name	
Group / Art Unit	
Attorney Docket No.	P5685

TOTAL AMOUNT OF PAYMENT (\$) (\$ 750.00)

METHOD OF PAYMENT (check one)

1. ☐ The Commissioner is hereby authorized to charge indicated fees and credit any over payments to:

Deposit Account Number **50-1123**

Deposit Account Name **Hogan & Hartson L.L.P.**

- ☒ Charge Any Additional Fee Required Under 37 CFR § 1.16 and 1.17
☐ Applicant claims small entity status.
 See 37 CFR 1.27

2. ☒ Payment Enclosed:
☒ Check ☐ Money Order ☐ Other

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Entity Fee Code	Large Entity Fee (\$)	Small Entity Fee Code	Small Entity Fee (\$)	Fee Description	Fee Paid
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105	130	205	65	Surcharge - late filing fee or oath	
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for ex parte reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
116	390	216	195	Extension for reply within second month	
117	890	217	445	Extension for reply within third month	
118	1,390	218	695	Extension for reply within fourth month	

128	1,890	228	945	Extension for reply within fifth month	
119	310	219	155	Notice of Appeal	
120	310	220	155	Filing a brief in support of an appeal	
121	270	221	135	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,240	241	620	Petition to revive - unintentional	

142	1,240	242	620	Utility issue fee (or reissue)	
143	440	243	220	Design issue fee	
144	600	244	300	Plant issue fee	

122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt	
581	40	581	40	Recording each patent assignment per property (times number of properties)	40
146	710	246	355	Filing a submission after final rejection (37 CFR § 1.129(a))	
149	710	249	355	For each additional invention to be examined (37 CFR § 1.129(b))	
179	710	279	355	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	

Other fee (specify)

*Reduced by Basic Filing Fee Paid

SUBTOTAL (3)

(\$40)

FEE CALCULATION

1. BASIC FILING FEE

Large Entity Fee Code	Large Entity Fee (\$)	Small Entity Fee Code	Small Entity Fee (\$)	Fee Description	Fee Paid
701	710	201	355	Utility Filing Fee	710
106	320	206	160	Design filing fee	
107	490	207	245	Plant filing fee	
108	710	208	355	Reissue filing fee	
114	150*	214	75	Provisional filing fee	

SUBTOTAL (1) (\$710)

2. EXTRA CLAIM FEES

Total Claims	Extra Claims	Fee from below	Fee Paid
20	-20**=	0	0
Independent Claims	3	-3**=	0
Multiple Dependent			0

**or number previously paid, if greater, For Reissues, see below

Large Entity Fee Code	Large Entity Fee (\$)	Small Entity Fee Code	Small Entity Fee (\$)	Fee Description
103	18	203	9	Claims in excess of 20
102	80	202	40	Independent claims in excess of 3
104	270	204	135	Multiple dependent claim, if not paid
109	80	209	40	**Reissue independent claims over original patent
110	18	210	9	**Reissue claims in excess of 20 and over original patent

SUBTOTAL (2)

(\$0)

SUBMITTED BY

Name (Print/Type) **Kent A. Lembke**

Signature *Kent A. Lembke*

Registration No (Attorney/Agent)

44,866

Complete (if applicable)

Telephone

(720) 406-5335

Date

8/11/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

George Hines

Serial No. NEW

Filed: Herewith

For: SERVICE GURU SYSTEM AND
METHOD FOR AUTOMATED
PROACTIVE AND REACTIVE
COMPUTER SYSTEM ANALYSIS

Group Art Unit:

Examiner:

CERTIFICATE OF MAILING BY EXPRESS MAIL

Box PATENT APPLICATION
Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

The undersigned hereby certifies that the following documents:

1. Utility Patent Application Transmittal;
2. Fee Transmittal;
3. Utility Patent Application;
4. Executed Combined Declaration and Power of Attorney;
5. 10 sheets of drawings;
6. Recordation Form Cover Sheet PTO 1595 with Executed Assignment and Recording Fee of \$40.00;
7. Information Disclosure Statement, Form PTO-1449, photocopies of 5 references;
8. Check in the amount of \$750.00;
9. Return postcard;
10. Certificate of Mailing By Express Mail

relating to the above application, were deposited as "Express Mail", Mailing Label No. EL841973731US, with the United States Postal Service, addressed to Box PATENT APPLICATION, The Assistant Commissioner for Patents, Washington, D.C., 20231, August 1, 2001.

Date

8/01/01

Mailer

Date

8/01/01



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